

# Global SDGs Communication Book

**RICOH**  
imagine. change.



**SUSTAINABLE  
DEVELOPMENT  
GOALS**



# Global SDGs Communication Book

2	What are the Sustainable Development Goals (SDGs)?
3	The view from Ricoh's President and CEO
4	Addressing material issues through business
5	Ricoh's support for COVID-19 recovery & Shaping a sustainable future
6	How is Ricoh contributing to the SDGs across the globe?
7-21	Ricoh's SDGs activities
22	Ricoh sustainability by the numbers
23-24	International initiatives and organizations
25	Awards and industry recognitions
26	Acknowledgements

# What are the Sustainable Development Goals (SDGs)?

## SUSTAINABLE DEVELOPMENT GOALS



Launched by the United Nations in 2015, the Sustainable Development Goals (SDGs) are 17 global goals and 169 targets designed to address key social issues by 2030.

Find out more: <https://www.un.org/sustainabledevelopment/sustainable-development-goals>

### Ricoh's commitment to the SDGs

Ricoh has always been committed to protecting the planet through innovative concepts such as the "Comet Circle," our model for a circular economy, established in 1994.

Today, Ricoh is focused on achieving the Sustainable Development Goals and meeting the 2030 agenda set by the United Nations.

This booklet highlights initiatives from Ricoh Family Group companies around the world that are actively contributing to the SDGs.





## The view from Ricoh's President and CEO

### Message from President & CEO Jake Yamashita

2020 has been a year of drastic change: in workstyles, in how we enhance customers' value, and in how our organization is driving sustainable growth. We have risen to the challenge through constant, careful assessment and thoughtful, bold action based on those insights. We must realize a "society in which no one is left behind," as established by the United Nations, and contribute more to the SDGs than ever before.

The Ricoh Group set a new ESG target this fiscal year. Although this ESG target is not financial, it will be treated with the same priority as our financial targets. The short-term economic effect may be minimal, but considerable efforts will create medium- to long-term corporate strength and financial benefits.

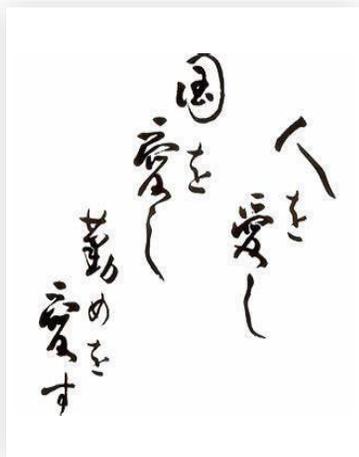
Ricoh's transition from an office equipment manufacturer to a digital services company has included significant enhancements to our own internal processes. These transformations have positioned us well to provide new value for our customers and deliver fulfillment through work, with an approach rooted in our own internal workplace experience. Each one of these activities is an essential contribution to solving social issues.



### Ricoh's founding principles

Kiyoshi Ichimura, Founder of Ricoh, was determined to contribute to society.

In 1946, he created Ricoh's Founding Principles: "The Spirit of Three Loves." Love your neighbor, love your country, love your work. We continue to lead with these principles today.



*"Love your neighbor"  
"Love your country"  
"Love your work"*



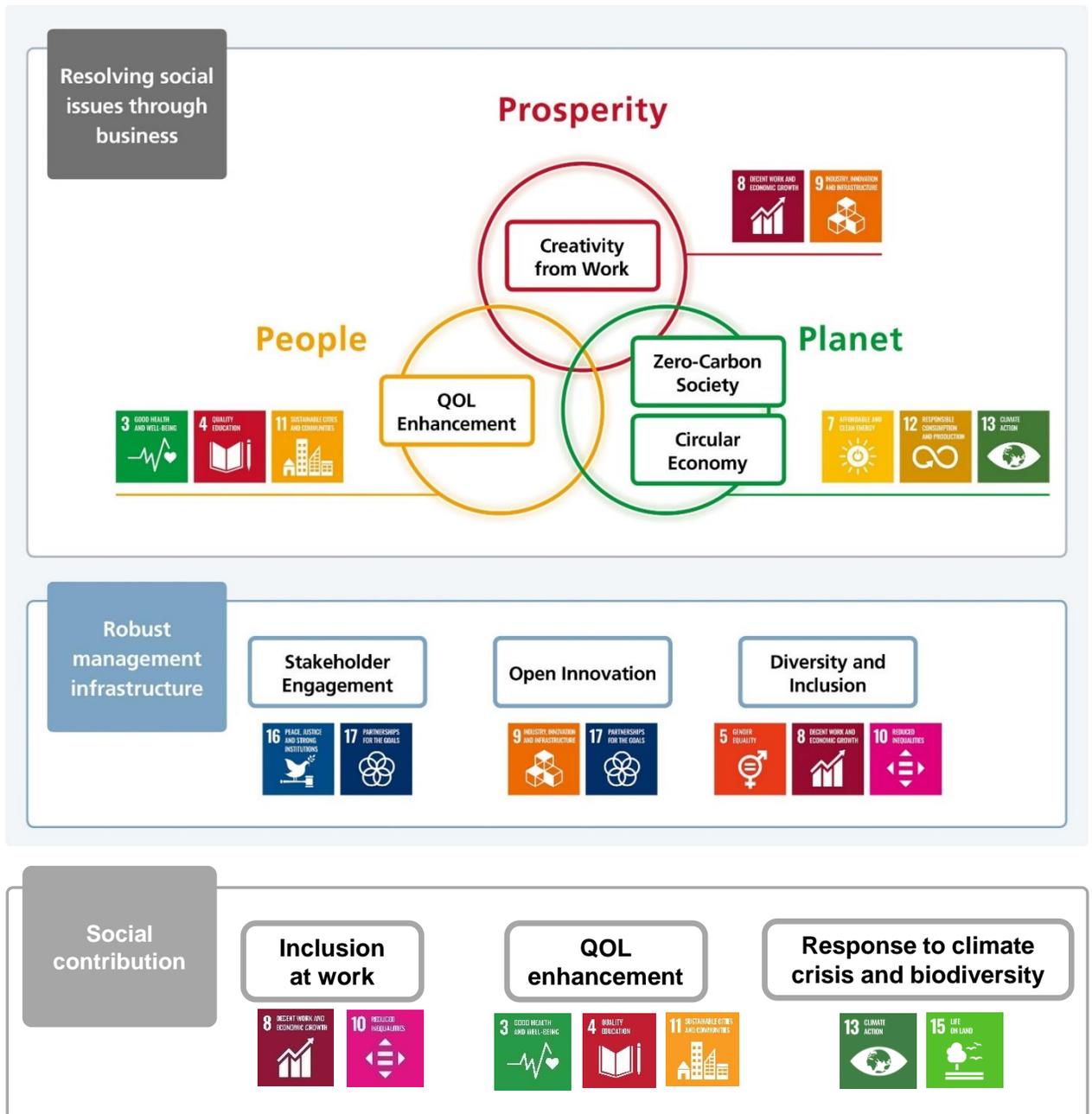
**The Spirit of Three Loves**  
by Kiyoshi Ichimura, Founder

**Kiyoshi Ichimura**  
April 4, 1900 – December 16, 1968

# Addressing material issues through business

## Ricoh Group's identification of material issues

For the Ricoh Group, an ideal sustainable society is one where balance among the Three P's — Prosperity, People and Planet — is maintained. To create such a society, we will work to solve social issues through business. To this end, we identified seven material issues to work on, which fit within two areas of focus for 2020 onward: “Resolving social issues through business” and “Robust management infrastructure.” These join “Social contribution” to form our three approaches to contributing to the SDGs.



For more details, please visit:  
<https://www.ricoh.com/sustainability/materiality>

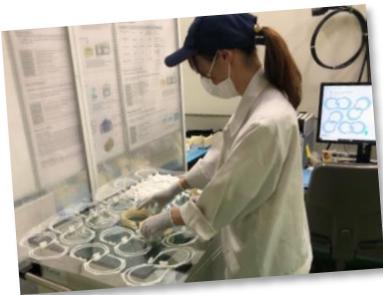
# Ricoh's support for COVID-19 recovery & Shaping a sustainable future

## Ricoh signs up to unite business and governments to recover better from COVID-19

Ricoh Company, Ltd., announced that it signed the joint statement “Uniting Business and Governments to Recover Better,” made by companies that support the “Business Ambition for 1.5°C” campaign headed by the Science Based Targets initiative (SBTi)<sup>\*1</sup> and the United Nations Global Compact. The statement urged governments around the world to align their COVID-19 economic aid and recovery efforts with the latest climate science. As of June 5, 171 top executives, mainly from global companies, had endorsed this campaign.



## Emergency support by offering face shields produced by our 3D printer



We began production of face shields, starting with 40,000 units/week from Ricoh UK, which then expanded to Ricoh Argentina, Ricoh New Zealand, Ricoh Italy, and Ricoh's factory in Japan. The face shields, made of acrylic material, help protect healthcare workers as well as reduce the risk of infection. Ricoh equipment has empowered similar efforts around the world.

## Ricoh Canada Provides Call Centre Services for the Provincial Covid-19 Vaccine Booking Program

An incredible team of Ricoh employees came together to provide critical support to flattening the COVID-19 curve in Ontario. Ricoh partnered with the Government of Ontario to support the Provincial Vaccine Booking Line (PVBL) and Provincial Vaccine Information Line (PVIL) project. The PVBL offered vaccination booking, while the PVIL provided updated information about vaccinations, eligibility, and the government program.

For every vaccination booked, Ricoh helped the province get one step closer to ending the pandemic. The team at Ricoh supported 17 Provincial Health Units and handled more than 600 inquiries daily. In total, we served more than 57,000 people.

## New environmental materials to replace existing plastics

Polylactic Acid (PLA) is a type of polyester that is derived from renewable resources, such as corn starch. As a biomass product, PLA is carbon neutral and decomposes into water and carbon dioxide under certain conditions. Ricoh offers to compliment petroleum-derived plastic with a foamed PLA sheet developed with Ricoh's own foaming technologies. (This technology is currently under development.)



# How is Ricoh contributing to the SDGs across the globe?

## Resolving social issues through business

### Creativity from work

- 7 Hybrid mail solution with security and quality standards
- 8 Back to work signage
- 9 Digital invoice distribution for Telefonica Argentina
- 10 Reforming the workplace to advance the future of the company

### Quality of life (QOL) enhancement

- 11 Innovation in Education
- 12 Solution for STEAM education
- 13 Technology to enhance learning
- 14 Road surface inspection system

### Circular economy

- 15 Global activities
- 16 Column: Ricoh group's remanufacturing hubs in the globe

### Zero carbon society

- 17 Global activities
- 18 Column: Ricoh group 100% renewable electricity network
- 19 Sustainability optimization program

## Robust management infrastructure

### Stakeholder engagement

- 20 Joining RBA program

### Open innovation

- 20 Dye sensitized solar cell

### Diversity and inclusion

- 20 Empowering female leaders

## Social contribution

### Inclusion at work

- 21 Partnership with the Prince's Trust

### QOL enhancement

- 21 Printed Memories program

### Response to climate crisis and biodiversity

- 21 Integrating business activities with SDGs



## Ricoh Germany

### Hybrid mail solution with security and quality standards

Creativity from work



*“Initiated as a digitalization project, our solution has not only helped our customer’s remote workers stay connected during these challenging times, but it has also helped them significantly reduce their carbon footprint.”*

Jürgen Krebs from Ricoh Germany  
Software Sales Specialist  
Commercial and Industrial Printing Group



#### Context

When the Coronavirus crisis hit Germany, DZ Bank did not have the processes in place to securely approve and arrange distribution of documents remotely. This situation negatively impacted the bank’s day to day operations.

#### Our Approach

Ricoh worked with DZ Bank to replace manual postage and approval processes across the organization with its Hybrid Mail solution (powered by OL Connect). This allowed staff in multiple locations to upload documents to a Hybrid Mail portal, add the necessary stationary digitally and then submit the document for approval via digital signatures. The documents were then routed via the Hybrid Mail workflow to 3 x Pro™ C7200 Ricoh color sheetfed devices so documents could be aggregated, printed and posted.

#### Social Impact

With many staff working from home, they could continue to process and arrange distribution of documents remotely, allowing the bank to continue to send urgent financial correspondence to its customers without compromising internal security and quality standards.



**Ricoh USA**

## Back to work signage

Creativity from work

# Coronavirus (COVID-19) Back to Work Signage



**Click here** to view catalog and ordering instructions!

### Any Sign. Any Format.

Print sizes and materials are flexible. For custom items, our team will provide you with quick pricing, options, and turnaround times.

### Custom Artwork

Every design can be customized. Customers can supply their own artwork, or our design team can create their design.



### Context

While businesses started to reopen after the COVID-19 lockdowns, there was an opportunity to help with safety and social distancing guidelines. Ricoh's Offsite Services team developed an offering to help support our customers, businesses and schools, with their return-to-work efforts.

### Our Approach

The Offsite Graphic Solutions team designed wall and floor graphics, window clings, and other signage to create a standard catalogue available for customers to order from. Customers can also provide their own graphics or request custom designs.

### Social Impact

The need for this support was quickly validated as orders started to come in immediately and have increased since the launch of the offering. Customers needed to adapt quickly to the new way of doing business, and Ricoh was able to provide them with the resources to help with the transition.

*"This business case is unique because through providing Return to Work signage during this pandemic, it allows us to centralize printing efforts and provide a much-needed service to our customers that will allow their movements on site to be displayed in a professional manner."*

Patrick Terrell, Project Manager, Ricoh USA





## Ricoh Argentina

### Digital invoice distribution for Telefonica Argentina

Creativity from work



#### Context

The client, Telefonica, one of the major communication companies in Argentina, needed to improve its digital invoice distribution service to integrate with its physical invoice processes and help modernize the company, so it can offer the better service to customers.

#### Our Approach

Ricoh formed a closely collaborative team with the client to analyze processes and uncover areas for improvement in physical bill distribution. The chosen solution had to meet three needs: a quick–immediate–implementation timeline, an accessible price point, and verifiable effectiveness. These goals were achieved through a Process Automation solution.

#### Social Impact

Not only did Telefonica accelerate invoice issuance and delivery, driving down time invested in internal processes and providing a better work environment, but they were also able to integrate an effective, updated communication channel, including a reserved space for social awareness messages.

*“Our goal is to understand our customer’s business, focusing on solutions that can bring immediate value to Telefonica while acting as a strategic advisor with each customer contact.”*

**Diego Tapia, Account Manager, Ricoh Argentina**





## Ricoh Japan

### Reforming the workplace to advance the future of the company

Creativity from work



*“The work environment that we should aim for will change as a result of business growth and changes in society. We want to be a business partner who can cope with these changes together with customers.”*

Katsuhiro Miyamoto, Ricoh Japan  
Distributor Group,  
Large Account Sales, Chiba Branch



#### Context

As a result of an increase in the number of employees, Japan Environment Clear (JEC) needed to implement comprehensive workplace reforms to promote cross-divisional communication as well as strengthen security.

#### Our Approach

Ricoh Japan invited JEC to the LiveOffice “ViCreA,” a unique place where customers can experience how Ricoh challenges workplace reforms. After the visit, JEC felt that Ricoh Japan would be able to change not only the environment, but also the employees’ mindsets. Ricoh proposed an open layout with proper zoning, while also implementing strong security measures. Ricoh’s Interactive White Board (IWB) was also installed in the meeting room to foster better communication.

#### Social Impact

A reform project team member in JEC commented that since the renewal of the office, the atmosphere changed, and it is even noticeable in the faces of employees. This renewal made JEC aware that they might be able to tackle more work environment issues, to even include employee health management.



# Ricoh Europe & Ricoh Netherlands

## Innovation in education

QOL enhancement



*“Thanks to our products, we can help to support an enhanced quality of education and increase teacher productivity.”*

**Jeroen Spierings**  
Regional Head of Education, Ricoh Europe



### Context

The world needs 69 million new teachers in primary and secondary education to reach the 2030 education goals. We need to improve the overall quality of teaching to attract more teachers.

### Our Approach

To help students, professors and researchers make the best use of technology in the classroom, we have equipped Utrecht University's Teaching and Learning Lab with a variety of our products, including video conferencing, Theta cameras, interactive whiteboards and projectors.

### Social Impact

This solution contributes to improving the quality of education for university students by creating an innovative educational environment.



## Solution for STEAM education

QOL enhancement



### Context

Cedes Don Bosco is a Catholic educational institution established more than 100 years ago in Costa Rica. Part of its mission is to impact education with innovation. Research has shown that STEAM methodology is the best way to develop school children's Science, Technology, Engineering, Arts and Mathematics skills, which are required to excel as a professional in the 21<sup>st</sup> century.

### Our Approach

Ricoh, as a digital services company that empowers digital workplaces and innovative experiences, offered an integral STEAM Lab solution that included a full laboratory with 3D printing equipment and programming resources for their projects. This project was led with excellence and passion by Tatiana Mora Mora, sales executive.

### Social Impact

As part of Ricoh's Spirit of Three Loves, "Love your country, love your neighbor, love your work," Ricoh, together with Cedes Don Bosco, is positively impacting the quality of education, helping improve social infrastructure and thus helping students achieve a better quality of life.

*"Cedes Don Bosco offers very high-quality education oriented to families of all socio-economic strata. By introducing innovative technologies like Ricoh's, it has managed to democratize access to cutting-edge education with a high impact on Costa Rican society."*

**Adriana Fernández Coto**  
Marketing Manager, Ricoh Costa Rica





## Technology to enhance learning

QOL enhancement



### Context

The attendance rates of school children from Aboriginal and Torres Strait Islander communities in Australia is lower in remote areas of the country than non-remote areas. As Australia continues to focus its efforts on bridging the educational gap between Indigenous and non-Indigenous Australians, there is a need to improve classroom resources to enable better learning outcomes for the children living in remote communities.

### Our Approach

Ricoh provides remote Indigenous schools with equipment that enriches the learning experience of children. We provide high-end technology such as smart whiteboards, smart printers and advanced visitor management systems. Ricoh goes to great lengths to deliver and install the products in the remote locations, usually within tight and limited timeframes. We also provide ongoing in kind sponsorship to several of these schools.

### Social Impact

By providing these schools with high-end equipment, which enables collaborative learning, we are enriching the learning experience for children and helping to narrow the educational gap between Indigenous and non-Indigenous children in Australia.



## Road surface inspection system

QOL enhancement



### Context

Roads deteriorate on a daily basis due to normal wear and tear. To maintain roads as part of the social infrastructure, it is necessary to repair them when needed. At present, inspection of road conditions is mainly done using a specialized vehicle. However, this is expensive and doesn't cover residential roads regularly.

### Our Approach

Ricoh has developed a camera system that can measure the road surface conditions using a standard motor vehicle rather than a specialized vehicle. This system enables measurement on residential roads that have prior to now been difficult to measure with a specialized vehicle. The system also enables automation of the processes that link capturing images to the creation of an inspection record.

### Social Impact

Our road surface inspection system contributes to safe and secure road environments through more efficient maintenance.

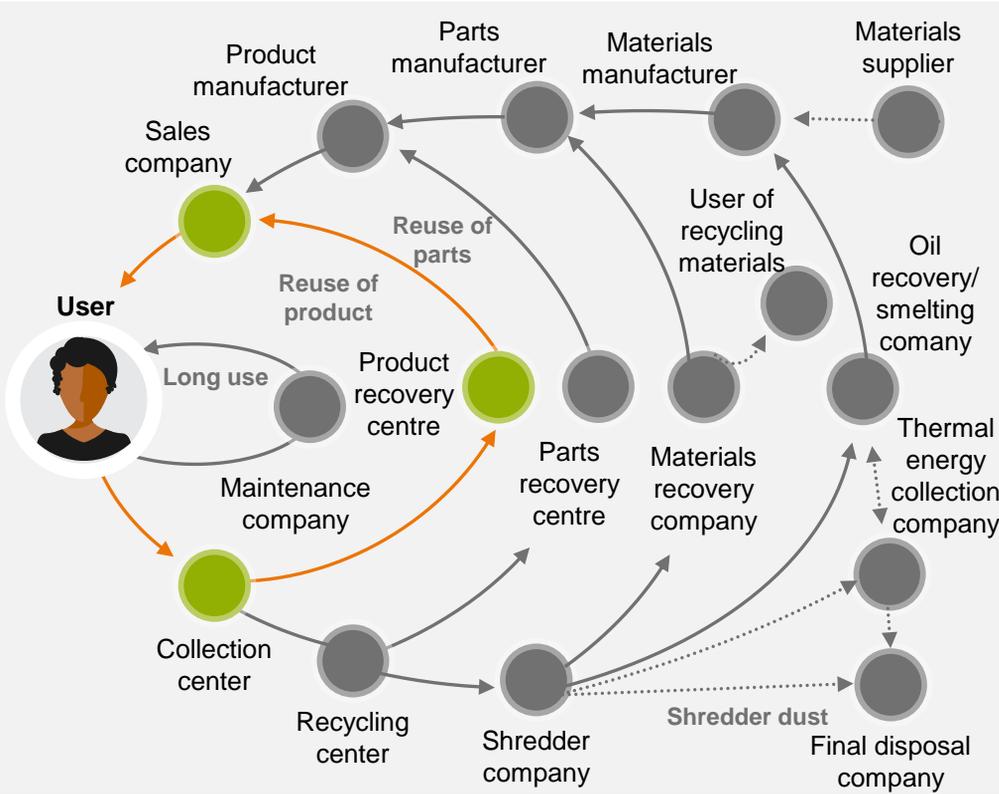
*"This system makes maintaining the health of roads much simpler and more streamlined."*

Izumi Ito  
Technological Development Staff, Ricoh Company, Ltd.



## Global activities of the circular economy

Circular economy



### Context

Worldwide material consumption has expanded rapidly, which is threatening the achievement of the SDGs. Action is needed to ensure current material needs do not lead to the over-extraction of resources or to the degradation of environmental resources.

### Our Approach

Ricoh contributes to the development of a sustainable society based on its Comet Circle™ concept established in 1994. Just before that, Ricoh started remanufacturing copiers in 1993 at Ricoh UK Products. Since then, Ricoh has continued to pursue the creation of a circular economy in every region across the globe.



### Social Impact

By remanufacturing machines, especially at sustainably designed facilities, we contribute to the reduction of the total environmental impact of our products.

For more details, please visit:

<https://www.ricoh.com/sustainability/environment/practice/cycle/>

## Column: Ricoh's remanufacturing hubs in the globe

### Ricoh Eco Business Development Center in Japan

Ricoh's Eco Business Development Center opened in April 2016 with the aim of creating and expanding new environmental businesses. In addition, it continues to lead Ricoh's reuse and recycling activities as the main plant for reuse and recycling. This site is one of the world's largest remanufacturing plants in our industry.



### Ricoh Industrie France SAS

Ricoh Industrie France is the heart of the circular economy concept in Europe in full alignment with the SDGs. Among others, we take up the challenge to automate recycling processes, which has begun within the Ricoh Family Group around its A4 printer cartridges, starting in October 2020. This represents a significant step not only for the Ricoh Group, but for society as a whole. This is a concrete example of Ricoh's continuous drive to develop technologies in more affordable and productive ways.

### Ricoh Baja, S.A. de C.V.

Founded in 1997, Ricoh Baja, S.A. de C.V. in Mexico is one of seven such recycling sites Ricoh operates worldwide. Our expanded services now include production for a full line of GreenLine Remanufactured multifunction devices, All-In-One printer cartridge recycling, and parts harvesting. All production is housed in our new 106,000-square-foot facility, built specifically for Ricoh's recycling operation.





## Global activities to make a zero-carbon society

Zero carbon society



Ricoh Japan's Kumamoto branch, certified to be "Nearly ZEB (Zero energy building)"



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

RE100

CLIMATE GROUP



Ricoh Products UK Ltd. Carport with solar panel and EV cars



### Context

Ricoh has a corporate goal to be carbon neutral for a more sustainable world, and renewable energy is a key enabler. As a first Japanese company which joined RE100 initiative, Ricoh is accelerating reducing energy and changing energy resource.

### Our Approach

Ricoh is actively reducing energy consumption and using more renewable energy. Ricoh joined the RE100 initiative in April 2017, and so far, we have 145 sites whose electricity relies on 100% renewable sources. In addition, we revised our environmental goals in March 2020 to meet the SBT1.5°C initiative. We will work hard to achieve these ambitious targets.

### Social Impact

Ricoh reduced approximately 198,000 tons of CO<sub>2</sub> between FY2018 and FY2019 from our value chain. Through this initiative, Ricoh aims to accelerate the realization of a zero-carbon society with our stakeholders.

For more details, please visit:

<https://www.ricoh.com/sustainability/environment/practice/zero-carbon-society>

## Column: Ricoh Group 100% renewable electricity network

### RE100 through production of A3 copiers

Along with price and quality, a product's environmental impact has become an important part of a customer's decision-making process. Since April 2019, all electricity at sites where Ricoh assembles A3 MFPs, including reconditioned machines, are entirely sourced from renewable electricity.



### Ricoh Manufacturing China

Ricoh Manufacturing China is a new RE100 site opened in 2020. This new plant will contribute to achieving a decarbonized society by reducing CO<sub>2</sub> emissions: installing solar energy generators, displacement ventilation systems and air conditioning systems, as well as using natural lighting and ventilation. By the end of March 2021, it will have reduced CO<sub>2</sub> consumption by at least 70% compared to the previous facilities.

### Ricoh UK Products Ltd.

Ricoh UK Products Ltd. is the first production site in Europe where the operation has been entirely retrofitted for renewable electricity. These changes include high-efficiency variable-speed compressors, which recover waste heat from compressed air generation to heat the buildings. Furthermore, lighting energy demand has been slashed by 80%, thanks to an intelligent LED lighting system, with daylight harvesting and motion sensors, ensuring lights are only on when necessary.





## Sustainability optimization program

Zero carbon society



### Context

The program supports our ongoing efforts to help customers reduce energy consumption, contributing to lower costs and fewer CO<sub>2</sub> emissions.

### Our Approach

Ricoh adopts a consultancy-based approach to help customers achieve a measurable reduction in their CO<sub>2</sub> emissions by optimizing their document production and reducing their Total Cost of Ownership (TCO). Customers can help offset the effects of CO<sub>2</sub> emissions with renewable energy.

### Social Impact

Through reducing energy consumption and CO<sub>2</sub> emissions, we've helped our customers achieve demonstrable results, with an average reduction of 34% in carbon emissions and a 29% reduction in their TCO.

For more details, please visit:

<https://www.ricoh-europe.com/business-services/all-services/sustainability-management-services/sustainability-optimisation-programme.html>

## Robust management infrastructure

### Stakeholder engagement

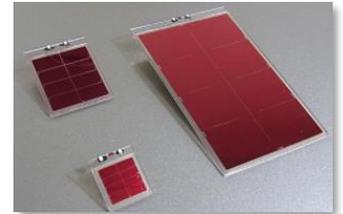
#### Ricoh Company, Ltd.: Joining RBA program to drive responsible procurement



Ricoh joined the Responsible Business Alliance (RBA) in November 2019 to reinforce the social responsibility of our supply chain in response to demand from stakeholders. The RBA is a non-profit comprising electronics, retail, auto, and toy companies committed to supporting the rights and well-being of workers and communities worldwide affected by the global supply chain.

### Open innovation

#### Ricoh Company, Ltd.: Dye-sensitized solar cell for creating new standard for charging



Ricoh and BifrosTec jointly developed a mouse equipped with RICOH EH DSSC2832, a solid-state dye-sensitized solar cell (released February 2020) that generates electricity from indoor light. Ricoh and BifrosTec, which has advanced technologies for solar battery circuit design and device integration such as lithium-ion capacitors, have been working on the development of SMART R MOUSE (Smart-Earl Mouse) with the aim of creating an environment-friendly mouse that does not use disposable primary batteries and does not run out of batteries even when carried around indoors.

### Diversity and inclusion

#### Ricoh Europe & Ricoh USA: Empowering female leaders

*The AURORA programme* is a nine-month female leadership program designed to provide aspiring senior executives across EMEA with the right skills to inspire others and drive business performance. The Aurora Programme is focused on building a pipeline of confident, self-aware, effective senior executives across EMEA.



Ricoh USA earned 4<sup>th</sup> place in the Top 10 Diversity Action Award from the Association of ERGs & Councils for its International Women's Day 2019 celebrations. Ricoh held events around the world for customers, vendor partners, community members and employees to highlight contributions of women within Ricoh and throughout history, while also discussing the importance and value of diversity.

## Social contribution

### Inclusion at work

#### Ricoh UK: Partnership with the Prince's Trust

Ricoh has been supporting the Prince's Trust with employability workshops and work placements to help get young people aged 16-25 back into employment, education or further training. The workshops hosted by Ricoh UK employees are part of the Prince's Trust 12-week TEAM program, which helps young people grow self-confidence and aspirations. These workshops are designed to equip them with life and work-related skills (interview practice, CV writing and mentoring).



### QOL enhancement

#### Ricoh Europe: Printed Memories program

In 2017, Ricoh launched the Printed Memories program in partnership with Alzheimer's Research, the leading global research charity working on finding a solution to defeat dementia. The charity wanted to bring Ricoh's technical resources and skills to bear on this critical challenge and support them in the aim to create a change in public understanding of dementia. An online digital postcard tool using Ricoh technology end-to-end was created to enable users to send personalized postcards in exchange for a £1 donation to Alzheimer's Research. More than 1,200 postcards have been sent to recipients based in 10 European countries.



Brain model produced by Ricoh 3D printer

### Response to climate crisis and biodiversity

#### Ricoh Japan: Integrating business activities with SDGs

In February 2020, Ricoh Japan Corporation, a domestic sales subsidiary, started a new mangrove planting activity in Asia in line with the delivery of eco-friendly copiers. When we propose green products to our customers, we highlight the products' contributions to the SDGs, and when customers procure green products, Ricoh plants trees. This is a form of collaboration with our customers for contributing on SDGs.



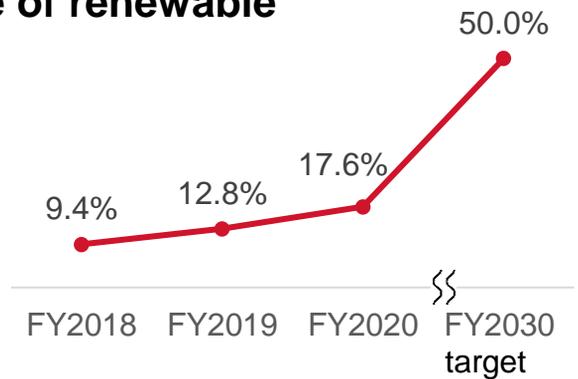


## Ricoh sustainability by the numbers

In FY2020, Ricoh increased the use of renewable electricity by

# 17.6%

Now, we're aiming to increase it more than 30% by 2030.



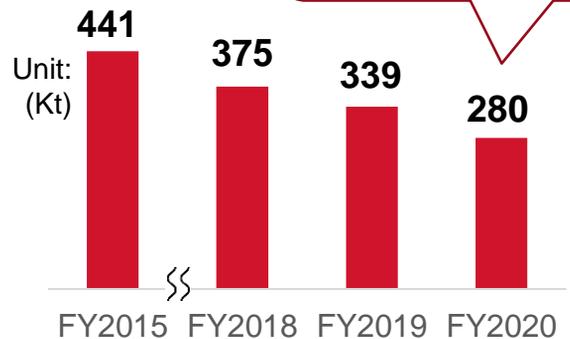
Ricoh reduced

# 36.5%

of CO<sub>2</sub> from our operation\* in FY20 compared to FY15

\*Scope 1 and 2

Greenhouse gases from our operation declined, owing to internal energy-saving activities and proactive use of renewable energy, including solar panel installation and utilization of renewable energy certifications.



# 602 million

yen spent in social contributions in FY20



We contribute to our local communities by fundraising, donating goods, and participating in social or environmental activities.



## International initiatives and organizations

As of Dec, 2020

**Ricoh is a signatory and active member of the following international organizations and initiatives**



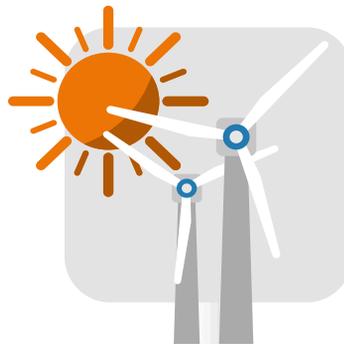
The UN Global Compact proposes ten principles in the fields of human rights, labor, environment and anti-corruption. Ricoh joined in 2002 as one of the first Japanese companies to do so, and has been serving as one of the directors on the Global Compact Japan Network since fiscal year 2008.



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Science Based Targets (SBT) is a joint initiative by WWF, CDP, WRI, and the United Nations Global Compact to help companies set ambitious science-based emission reduction targets to keep global warming below 2°C (the target laid out in the Paris Agreement target). Ricoh's greenhouse gas reduction goals obtained SBT approval in July 2017.



RE100 is a global initiative bringing together some of the most influential businesses around the world committed to using 100% renewable electricity. Ricoh was the first Japanese company to join RE100.

RE100

°CLIMATE GROUP



## International initiatives and organizations, continued



TCFD was established by the Financial Stability Board (FSB) in 2015 to develop a framework for voluntary and consistent climate-related financial disclosures in order to grasp risks related to climate change to investors, lenders and other stakeholders. This initiative is the first global initiative to address climate change in terms of financial stability. Ricoh has supported the TCFD framework since August 2018.

CDP is a not-for-profit organization that encourages companies, cities, states and regions to reduce greenhouse gases and protect forests and water security. CDP assists companies to disclose climate-related information and manage their environmental impacts by asking companies for data on their environmental performance every year.



B4IG companies have committed to partnering with G7 governments to connect public policies and business practices for inclusive growth and to accelerate on-the-ground initiatives that bring concrete results for people and places historically discriminated against or otherwise left behind. Ricoh joined the B4IG initiative in August 2019.

The Responsible Business Alliance (RBA) is the world's largest industry coalition dedicated to corporate social responsibility in global supply chains. RBA is a non-profit comprising electronics, retail, auto, and toy companies committed to supporting the rights and well-being of workers and communities worldwide affected by the global supply chain. Ricoh joined the RBA in October 2019.



## Awards and industry recognitions

**Ricoh has received the following awards for its environmental, social, and governance (ESG) initiatives**

Member of  
**Dow Jones  
Sustainability Indices**  
Powered by the S&P Global CSA



Selected for inclusion in World Index of Dow Jones Sustainability Indices in November 2021 for the second consecutive years

Received Gold Rating in EcoVadis Global Supplier Survey in March 2021 for seven consecutive years



Included on the CDP Climate Change A List 2020 in December 2020



Received Grand Prix award in Nikkei SDGs Management Grand Prix 2020, which awards front-runner companies that are vigorously addressing SDGs management



Awarded "Prime" status on the ISS ESG corporate rating in April 2018



**FTSE4Good**

Selected for the FTSE4Good Index Series in July 2021, a socially responsible investment index, for the 18<sup>th</sup> consecutive year



MSCI Japan Empowering Women Index (WIN)

Included in MSCI Japan Empowering Women Index in July 2021 for the fifth consecutive year

For more details, please visit:

<https://www.ricoh.com/about/integrated-report/data/commitment/>

## Acknowledgements

Special thanks to everyone who helped and contributed to this book.

### Ricoh Europe



Olivier  
Vriesendorp



Beth  
Hurran



Estelle  
Gayout



Zhanna  
Serdyukova



Linda  
van der Graaf



Elodie  
Heinzmann

### Ricoh North America



Kousuke Ito



Nick Croft



Erica Agresta



Nicole Sweetnam



Patrick Terrell

### Ricoh Latin America



Diana Morante



Mariela Gregorio



Adriana Fernández



Julio Urrutia



Joao Santos

### Ricoh Asia Pacific



YeeThing Wong



HuiXin Tan

### Ricoh Co., Ltd



Masahiro Takada



Kumiko Akabori



Eiji Masuda



Toshiki Fujino



Hitomi Inoue



Ricoh Company, Ltd.  
ESG Promotion Department, Professional Service Division

**Learn more about Ricoh: <https://www.ricoh.com>**